

Troubleshooting

Quick fixes for common issues

COMMON ISSUES

I do not see the Jivus AI icon in the toolbar

Click the **puzzle piece** icon in Chrome's top right, find Jivus AI, click **pin**.

"Go to your prospect's LinkedIn profile first"

Confirm the URL starts with **linkedin.com/in/**. Company or search pages will not work.

"That API key doesn't look right"

Copy the key again in full. Claude keys start with **sk-ant-**.

"Something went wrong" after clicking Generate

Your API key may be out of funds. Check your balance in the AI console, update the key via gear icon → Settings.

The brief is slow or times out

15 to 40 seconds is normal while Jivus researches the company. If it times out, check your connection and retry.

"That email or password doesn't match"

Click **Forgot password?** on the login screen for a reset link.

I need to update my company information

Gear icon → **Edit your company info** reopens the setup screen.

I need to change my API key

Gear icon → **Update API key** takes you back to AI setup.

A new version of Jivus was shared with me

Unzip the new file. At **chrome://extensions**, click refresh on the Jivus card, then select the new Jivus AI Chrome Extension folder.

STILL STUCK?

Email hello@jivus.ai with a description of what you see. We will get back to you quickly.